

**Statewide 9-1-1 Advisory Board  
Open Meeting  
October 23, 2024, at 11:00 a.m.**

The Board met pursuant to notice at 11:00 a.m. at the  
Crowne Plaza Springfield, 3000 S Dirksen Pkwy, Springfield IL  
and via WebEx

**Board Members Physically Present in Springfield**

Lynette Bergeron  
Ralph Caldwell  
Chief Demond Dade  
John Ferraro  
Philip McCarty  
Sam McClerren  
Randy Nehrt  
Deno Perdiou  
Deb Prather  
Delores Temes  
Melinda Woker  
Michael Yokley  
Linda Zerwin

**Board Members Present by Phone/WebEx**

Laura Daley

**Board Members Not Present**

Sen. Neil Anderson  
Rep. Michael Coffey  
Sen. Bill Cunningham  
Rep. Angelica Guerrero-Cuellar  
Tim Hightower  
Lauren Neil  
Debra Piscola  
Chief Carla Redd

The Chairman opened the meeting at 11:00 a.m., roll call was taken, and a quorum was present.

**1) Approval of the September 16, 2024, Open Meeting Minutes**

- On a motion by Ralph Caldwell, and a second by Chief Demond Dade, the September 16, 2024, meeting minutes were unanimously approved.

**2) Introduction of Board Members**

- All Board members introduced themselves and their positions on the Board.

### 3) Board Business Recap

- The Chairman discussed the rewrite of Parts 1324, 1325, and 1326 and that the Illinois State Police hired Crowe to compare data from other states to Illinois. This is currently still underway, and more discussion will be held. The Board also wants to move toward strategic planning.
- Part 1325 was distributed before the Board meeting to all the Board members. All comments have been received. This is an extensive rule, and this is the first draft.

### 4) Part 1325 Draft

- **Public Comment**

(The Chairman opened the floor for public comment on Part 1325. No answers were provided today, just comments. Questions and concerns will be discussed by the 911 Statewide Advisory Board members at a later date.)

- Concern about the costs and time needed to implement the new rules
- What's the timeline to comply?
- Rules are too aggressive, overbearing, and overreaching
- Too much burden to back up other agencies
- Rules are unrealistic especially for the smaller PSAPs
- Everything is getting more expensive, and understaffing is a serious issue
- Rules need to be more flexible to meet the needs of the size of the psaps, and the number of dispatchers.
- The Board was thanked for the work that it does.
- Maybe instead of rules, there can be guidelines
- Frustrations with AFR, the data collected seems to change every year, and now new data points are being asked for, but the authorities haven't been collecting that information.
- Biggest challenges are that the ETSBs vary greatly on how they are run, and managed, so to put these rules on the same playing field is difficult.
- There are challenges with vendors and outages in IL and multiple states. Need more diversity in the networks, besides AT&T.
- If there isn't going to be an increase in surcharge money, then we need to look at how the money is allocated.
- Grant funding is selective by the state and there is a concern that grants are funding things that could be better used someplace else.
- Some of the information in the rules seem to be redundant and all over the place. There is a struggle to get dispatchers and to keep 911 directors.
- A guidelines aspect may be a better approach
- The AFR does not show the information that it should. It needs to consider the PSAP expenses better so there is a clear showing of what it costs to run a 911 center.
- Some of the analytics listed in the rules require advanced software programs and not every ETSB has these programs. Not sure some of the ETSBs can comply because of their equipment. The rules may require a change in backups and wirelines.
- Representation of the different sizes of the 911 Authorities and PSAPs doesn't seem to be prevalent in the rules. The rules should be looked at in the same way as accreditation. It doesn't tell you how to do it, but if you do this, then think of

these things and make sure you have everything needed. It's okay to have gray areas.

- The rules are too much change at once, too specific, but if done in steps as best practices, not as policies and procedures, it may be accepted better.

- **Board Review**

Board members had the opportunity to express their thoughts on Part 1325.

- Board members thanked the public for their comments and stated that they were well heard, and they had a lot of the same concerns. The Board will work on addressing the public's comments.
- The Chairman was asked to review Part 1325, section 120 to clarify if it is a requirement by the statute and if it is needed.
- The Chairman made final comments and emphasized the importance of this work and the willingness of the Board to take the time to address the issues presented. The Chairman asked the Board for agreement to go over Part 1325 at the Board meeting on Monday 10/28/2024, and it was agreed upon.

## 5) Public Comment

- The public was invited to come forward to present any general comments.
  - Concerns about the demands the new rules will have on the 911 centers and the staff.
  - Surcharge increase is needed.
  - Some diversity in the networks is advisable and the need to consider how to do this.
  - Concern about the lack of interest in Telecommunicator job postings.
  - A representative from RapidSOS spoke about the services that RapidSOS provides.
  - Concern over how the ETSBs will pay for the requirements of the new rules and where that money will come from. More resources are needed to implement these rules.
  - Need to look at ways to increase the benefits and the retirements of our TCs and how to keep these professionals.

## 6) Adjourn

- On a motion by Linda Zerwin and a second by Ralph Caldwell, the meeting was adjourned at 12:44 p.m. The motion carried by a unanimous vote by the Board.